LOUISIANA MEDICAID PROGRAM

ISSUED: 03/04/20 REPLACED: 05/22/19

CHAPTER 30: PERSONAL CARE SERVICES

SECTION: TABLE OF CONTENTS PAGE(S) 4

PERSONAL CARE SERVICES

TABLE OF CONTENTS

<u>SUBJECT</u> <u>SECTION</u>

LONG TERM – PERSONAL CARE SERVICES

OVERVIEW SECTION 30.1

COVERED SERVICES SECTION 30.2

Service Definitions Service Limitations Service Exclusions

LT-PCS and Hospice Shared LT-PCS

RECIPIENT REQUIREMENTS SECTION 30.3

RECIPIENT RIGHTS AND RESPONSIBILITIES SECTION 30.4

Rights and Responsibilities Form Freedom of Choice of Providers

Changing Providers

Adequacy of Care

Participation in Care

Voluntary Participation

Quality of Care

Civil Rights

Notification of Changes

Grievances/Complaints

Fair Hearings

SERVICE ACCESS AND AUTHORIZATION SECTION 30.5

Provider Selection

Prior Authorization

Post Authorization

Changing Providers

LOUISIANA MEDICAID PROGRAM

ISSUED: 03/04/20 REPLACED: 05/22/19

CHAPTER 30: PERSONAL CARE SERVICES

SECTION: TABLE OF CONTENTS PAGE(S) 4

Prior Authorization for New Providers

PROVIDER REQUIREMENTS

SECTION 30.6

Licensure and Specific Provider Requirements

Provider Responsibilities

Back-Up Staffing Plan

Emergency Plan

Worker Qualifications

Changes

SERVICE DELIVERY

SECTION 30.7

Plan of Care/Plan of Care Revisions

Location of Service

Interruption of Services

Discontinuation of Services

RECORD KEEPING

SECTION 30.8

Components of Record Keeping

Retention of Records

Confidentiality and Protection of Records

Review by State and Federal Agencies

Recipient Records

Records at the Recipient's Home

Organization of Records, Record Entries and Corrections

Service Logs

Transfers and Closures

INCIDENTS, ACCIDENTS AND COMPLAINTS

SECTION 30.9

Incident/Accident Reports

Imminent Danger and Serious Harm

Internal Complaint Policy

REIMBURSEMENT

SECTION 30.10

Span Date Billing

FRAUD AND ABUSE

SECTION 30.11

General

Fraud

LOUISIANA MEDICAID PROGRAM

ISSUED: 03/04/20 REPLACED: 05/22/19

CHAPTER 30: PERSONAL CARE SERVICES

SECTION: TABLE OF CONTENTS PAGE(S) 4

Provider Fraud Recipient Fraud

PROGRAM OVERSIGHT AND REVIEW

SECTION 30.12

Health Standards Section Surveys

On-Site Reviews

Personnel Record Review

Interviews

Recipient Record Review

Report of Survey Findings

Corrective Action Report

Informal Dispute Resolution (IDR)

EPSDT-PCS

EPSDT-PCS OVERVIEW SECTION 30.13

EPSDT-PCS COVERED SERVICE SECTION 30.14

Service Definitions Location of Service

Service Limitations Excluded Services

EPSDT-PCS RECIPIENT CRITERIA

SECTION 30.15

SECTION 30.17

EPSDT-PCS RIGHTS AND RESPONSIBILITIES SECTION 30.16

EPSDT-PCS PRIOR AUTHORIZATION

Initial and Subsequent Prior Authorization Requests

Chronic Needs Case

Plan of Care

Changes in Plan of Care

Subsequent Plans of Care

Reconsideration Requests

Changing PCS Providers

Prior Authorization Liaison

EPSDT-PCS PROVIDER REQUIREMENTS

SECTION 30.18

Standards of Participation

Page 3 of 4

Table of Contents

LOUISIANA MEDICAID PROGRAM	ISSUED: REPLACED:	03/04/20 05/22/19
CHAPTER 30: PERSONAL CARE SERVICES		
SECTION: TABLE OF CONTENTS		PAGE(S) 4
Electronic Visit Verification Staffing		
EPSDT-PCS SERVICE DELIVERY	SE	CTION 30.19
EPSDT-PCS RECORD KEEPING Beneficiary Records Availability of Records	SE	CTION 30.20
EPSDT-PCS REIMBURSEMENT	SE	CTION 30.21
LT-PCS FORMS AND LINKS	A	APPENDIX A
LT-PCS CONTACT INFORMATION	A	APPENDIX B
BILLING CODES	A	APPENDIX C
RESERVED	A	APPENDIX D
RESERVED	A	APPENDIX E
RESERVED	A	APPENDIX F
GLOSSARY	A	APPENDIX G
EPSDT-PCS CONTACT INFORMATION	A	APPENDIX H
EPSDT-PCS FORMS	I	APPENDIX I

CLAIMS RELATED INFORMATION

APPENDIX J